

VINAYAK TRIVEDI

Email: vini.trivedi2@gmail.com

Mobile: +91 9909923195



EXECUTIVE SUMMARY

I am an extremely motivated leader with proven hands-on experience that delivers results to all stakeholders. I develop strong management teams that ensure service excellence, financial success, associate engagement, and owner satisfaction; an operational leader that is personally involved with sales and marketing strategies, and revenue optimization.

Dynamic Operational Management professional offering over 13.6 Years rich experience with renowned luxury and business hotels.

HONORS

WINNER OF HOTELIER INDIA AWARDS 2016 IN BEST DIRECTOR OF ROOMS CATEGORY (MID TO UPSCALE MARKET)

RECEIVED RISING STAR COVID 19 WARRIOR AWARDS 2021 BY INTERNATIONAL HOSPITALITY COUNCIL LONDON & IIHM

ORGANIZATIONAL EXPERIENCE

Courtyard by Marriott Ahmedabad

Rooms division Manager (April 2019 till Present)

- Assist with the operational functions within the department consistent with the strategic plan and vision for the department, the rooms division and the property
- Motivate, coach, counsel and discipline all rooms division personnel
- Managing room inventory and maximizing on revenue by strategizing rooms sales strategy with the sales and Revenue teams
- Guest voice champion for the hotel and Improved guest satisfaction scores dramatically with enhanced customer service strategies, achieved ITRs 80+ score YTD highest ever
- Work on annual plan and rationale for rooms division revenue and expenses; endeavor to maximize departmental profit and control costs
- Perform sales activities, such as greeting/assisting potential client's sites, and visiting hotel's competitive set
- Contribute to the development of the hotel's annual marketing plan, capitalizing on all areas to increase revenue and improve image
- Championing projects rolled out by the Area and Regional teams
- Property rounds weekly along with HK Manager & Chief Engineer to spot any maintenance needs and implement corrective actions
- Achieved highest Room upselling for the hotel till date
- Interacting and engaging with guests on a daily basis to ensure high level of guest recognition with regular, long staying and VIP guest's thus driving loyalty

- Responsible for conducting internal audits and maintaining excellent ratings in Brand Standards audits conducted by LRA

Courtyard by Marriott Agra

Front office Manager (Jan 2018 till Apr 2019)

- Manage Front Office management and line staff, preparing work schedules and assigning specific duties
- Managing Housekeeping daily operation in absence of Executive Housekeeper
- Driving the 'Guest Journey' by providing a seamless service experience
- Ensuring high quality services, resulting in customer delight and optimum resource utilization for maximum service quality
- Achieved the Guest satisfaction score of 73.7% YTD 2018 which is above YTD goal 2018
- Check In experience score has shown the growth of +4% in YTD compare to 2017
- Direct and coordinate the Front Office financial and budget activities to fund operations, maximize productivity, and increase efficiency
- Achieved highest number of Marriott Rewards Loyalty enrollment for the property
- Maximizing revenue via Room upsell and introduced Food & Beverage upsell packages for Front office team
- Establish and implement departmental policies, goals, objectives, and procedures, conferring with hotel General manager, and staff members as necessary
- Conducting monthly team meetings in order to know the pulse of the department and to address issues.
- Implemented efficient workflow process improvement to enable more productivity without hiring additional staff
- Responsible for hotel audits like ISRA, RMIC, and Owners Audit etc

Fairfield by Marriott Rajajinagar, Bangalore

- Worked as **Assistant Front Office Manager (Head of Department)** overlooking the operations of the Front Office, Spa and Gym from August 2015 – October 2017 handling an inventory of 149 rooms.

The Westin Chennai Velachery, Chennai

- Worked as Pre opening **Duty Manager (No 2 position)** overlooking the operations of the Front Office September 2012 – Aug 2015 handling an inventory of 215 rooms

The Leela Palace, Udaipur

- Joined the organization as Front Desk Associate in the Front Office Department as a part of the Pre-Opening team at the hotel in March 2009 and was promoted to the Position of **Front Office Executive** in the month of March 2012

The Oberoi Udaivilas, Udaipur

- Worked as a **Front office associate** in the Front Office Department from April 2008 – Feb 2009

ACADEMIC QUALIFICATIONS

Diploma in Hotel Management

Food craft Institute, Udaipur Affiliated with Government of Rajasthan & NCHCMT, Pusa (New Delhi)

2008

H.S.C

Fatah High School, Udaipur
Secured a Second Class through Rajasthan State Board

2006

S.S.C

Govt High School, Intali Khera, Udaipur
Secured a First Class through Rajasthan State Board.

2004

SKILLS HIGHLIGHTS

- Hospitality and Operations Management
- Quality control & Assurance
- Develop and implement training standards
- Forecast and budget (Monthly & Yearly P&L)
- Cost Control and Implementation
- Outstanding Leadership & Team building
- Result Oriented
- Outstanding Customer relations

CORE TRAININGS ATTENDED

- Revenue Maximization Workshop
- Essential Skills for Managers Program
- Foundations of Leadership
- Navigating Through Change
- Essential Training Skills
- Developing You Developing Others
- At The Helm

PERSONAL DETAILS**Date of Birth:**

14th November 1989

Languages:

English, Hindi

Mailing Address:

Orchid elegance apartment, South Bopal Ahmedabad (GUJARAT)